



City Manager's Report and Operational Dashboard

April 9, 2025

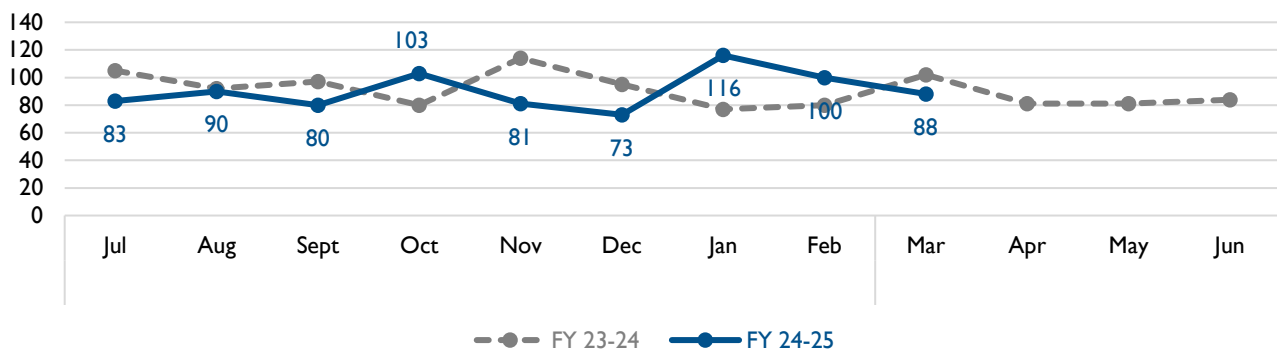


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Fire

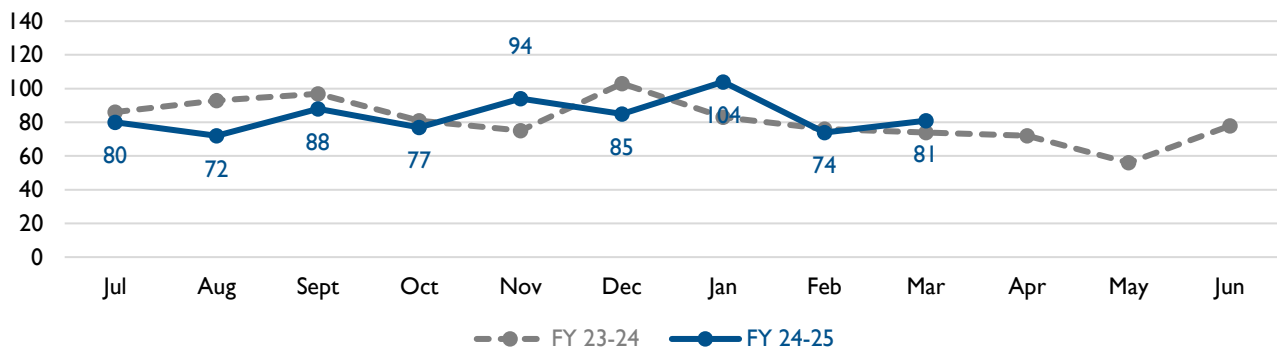
In-City Incidents



Fiscal Year 23-24 Total: 1,088

Current Fiscal Year-to-Date Total: 814

Out-of-City Incidents



Fiscal Year 23-24 Total: 974

Current Fiscal Year-to-Date Total: 755

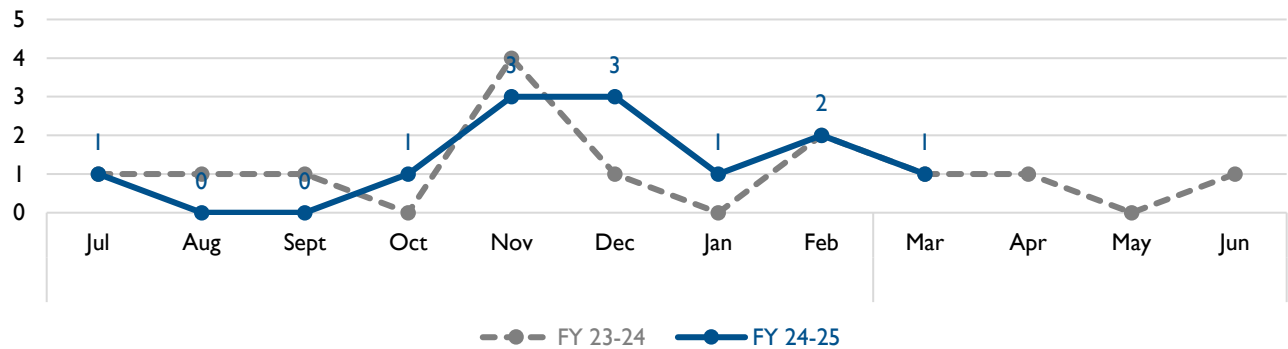


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Fire

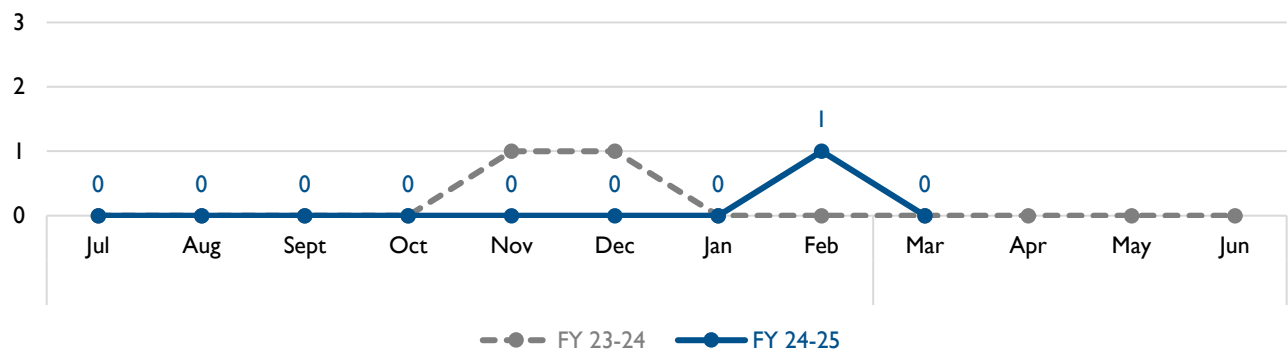
Emergency Medical Services - Cardiac Arrests



Fiscal Year 23-24 Total: 13

Current Fiscal Year-to-Date Total: 12

Emergency Medical Services - Return of Spontaneous Circulation



Fiscal Year 23-24 Total: 2

Current Fiscal Year-to-Date Total: 1



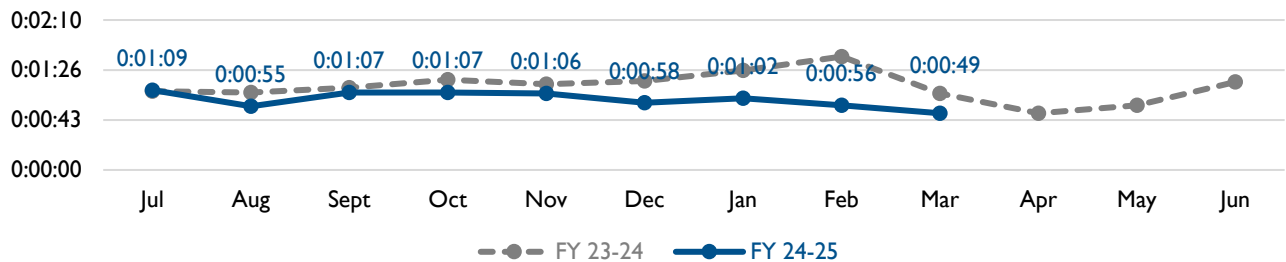
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April 9, 2025

Fire

The San Marino Fire Department has adopted the National Fire Protection Association (NFPA) 1710 standards for response time reporting. NFPA standards represent aspirational goals for Fire Departments. By measuring response in percentiles rather than averages, the Fire Department is able to more accurately measure performance of responding units. The time reported as the 90th percentile turnout or response time means that 90% of incidents were as fast, or faster, than the reported time.

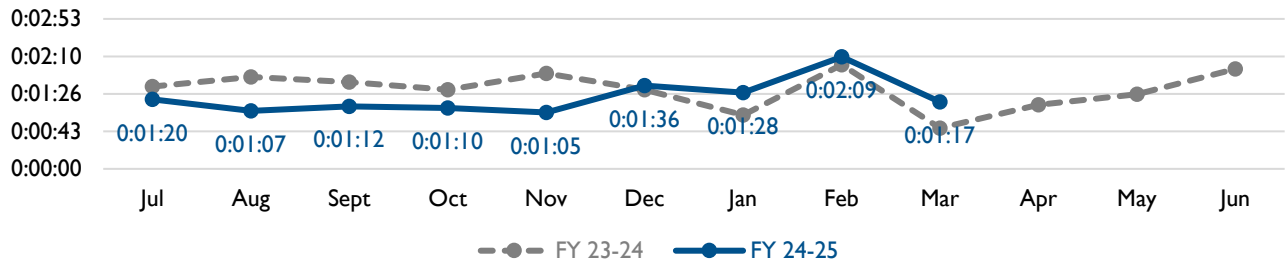
90th Percentile Response Time: EMS Turnout



Fiscal Year 23-24 Response Rate: 59 sec

Current Fiscal Year Response Rate: 1 min and 1 sec

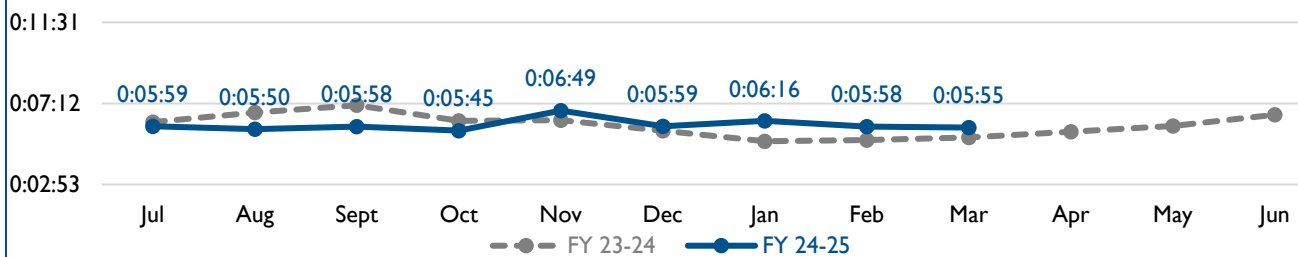
90th Percentile Response Time: Fire Turnout



Fiscal Year 23-24 Response Rate: 1 min 21 sec

Current Fiscal Year Response Rate: 1 min and 23 sec

90th Percentile Response Time: Overall Response



Fiscal Year 23-24 Response Rate: 6 min 2 sec

Current Fiscal Year Response Rate: 6 min and 3 sec

Turnout Time - the amount of time after dispatch for firefighters to don safety equipment and start vehicle response.

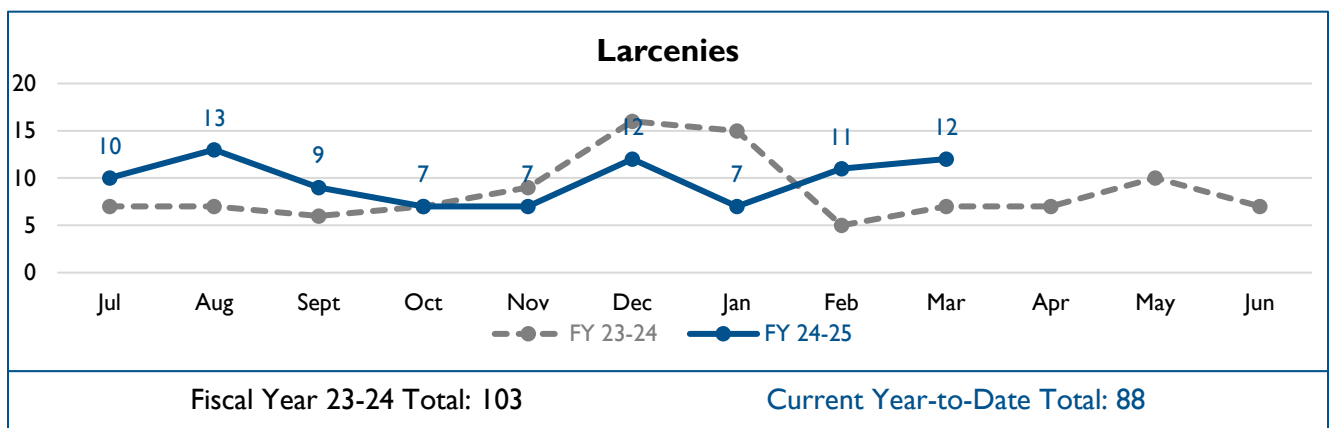
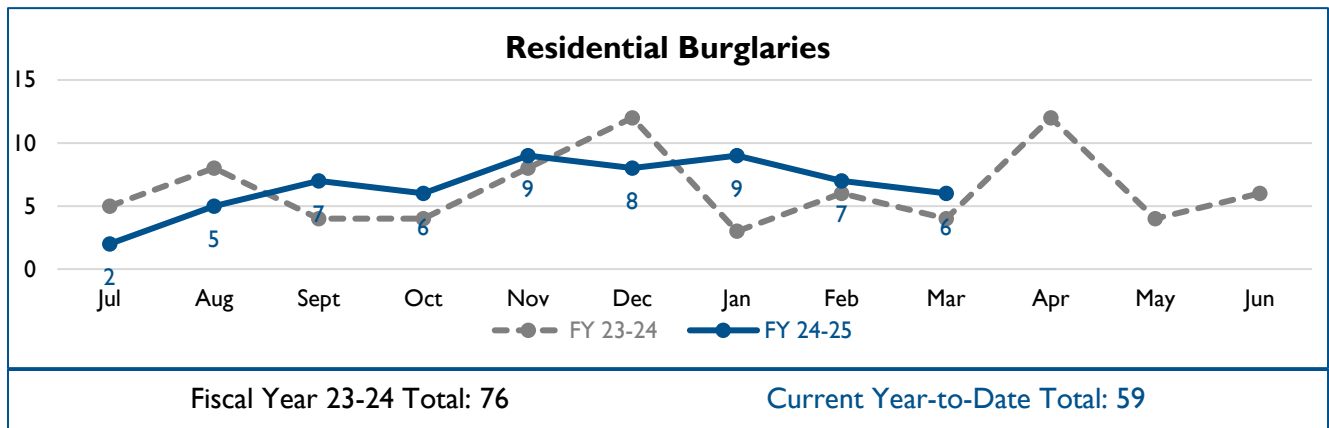
Overall Response Time - the total amount of time it takes to respond to an incident, from initial dispatch to arriving on scene.



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April 9, 2025

Police



Burglary - the act of entering a premise with the intent of committing a felony or stealing property.

Larceny - the unlawful removal of property. Any person who feloniously steals, takes, carries, leads or drives away the personal property of another is guilty of larceny theft by either misdemeanor or felony larceny.

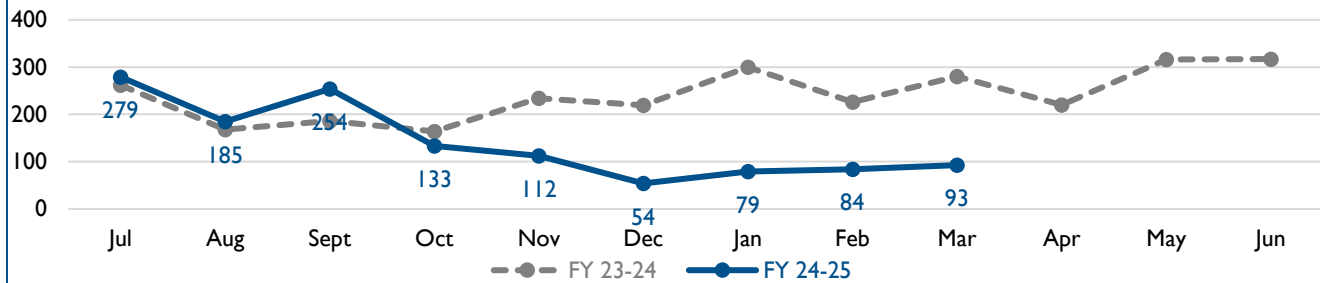


City Manager's Report and Operational Dashboard

April 9, 2025

Police

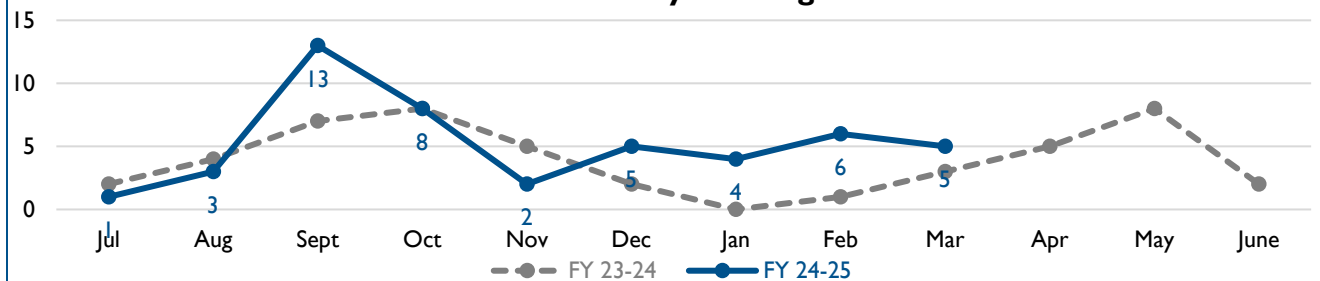
Traffic Citations Issued



Fiscal Year 23-24 Total: 2,892

Current Year-to-Date Total: 1,273

Community Meetings



Fiscal Year 23-24 Total: 47

Current Year-to-Date Total: 47

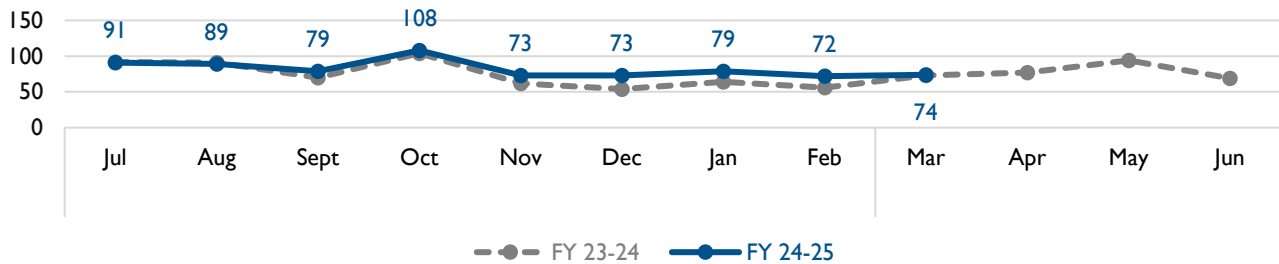


City Manager's Report and Operational Dashboard

April 9, 2025

Community Development

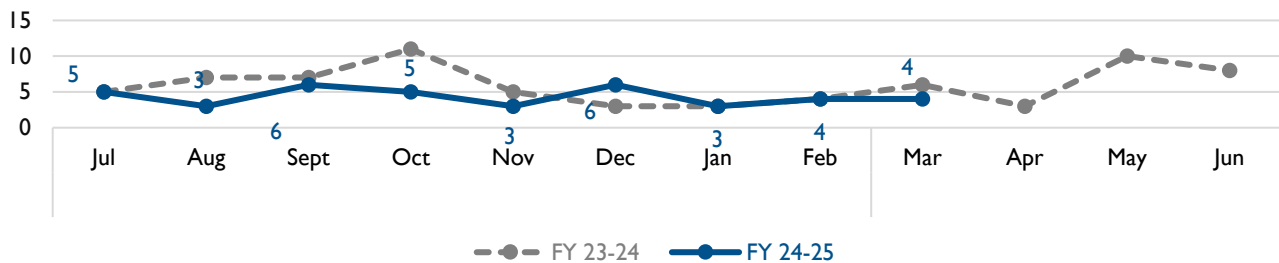
Building Permits Issued



Fiscal Year 23-24 Total: 906

Current Year-to-Date Total: 738

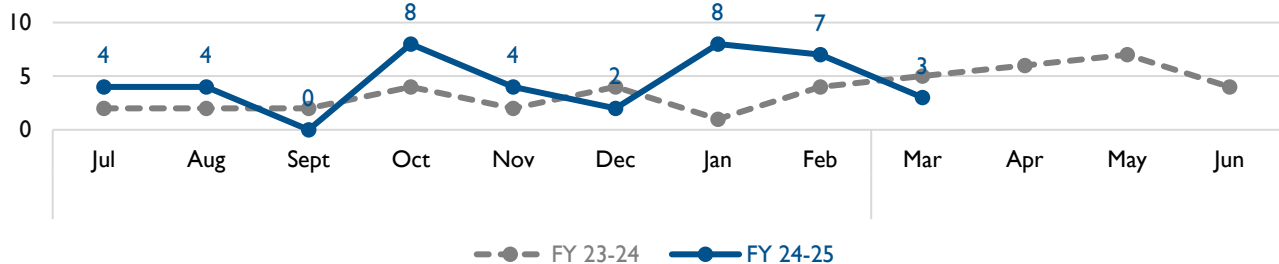
Tree Removal Permits Issued



Fiscal Year 23-24 Total: 72

Current Year-to-Date Total: 39

New Business Licenses



Fiscal Year 23-24 Total: 43

Current Year-to-Date Total: 40

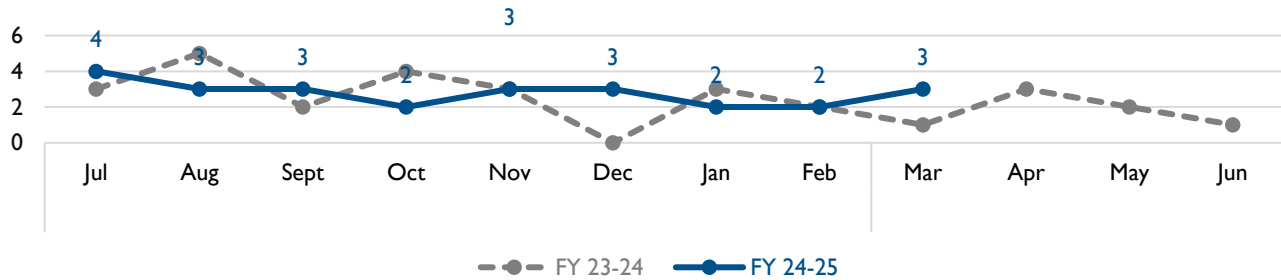


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April 9, 2025

Community Development

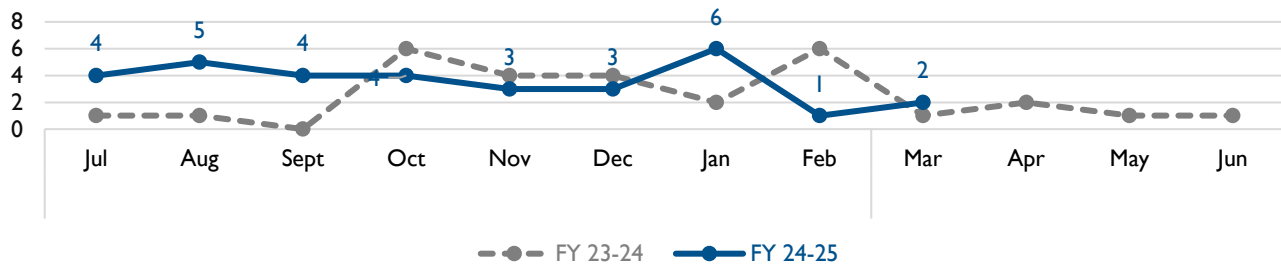
ADU Permits Issued



Fiscal Year 23-24 Total: 29

Current Year-to-Date Total: 25

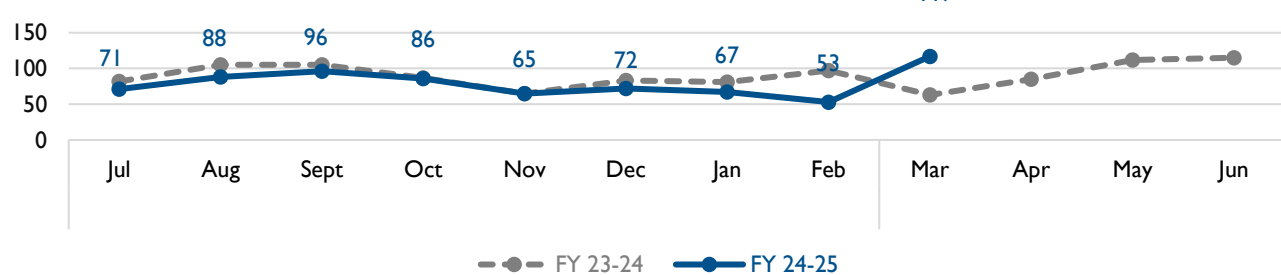
ADU Applications Submitted



Fiscal Year 23-24 Total: 29

Current Year-to-Date Total: 32

Open Code Enforcement Cases



Fiscal Year 23-24 Average per Month: 90

Current Year-to-Date Average per Month: 79

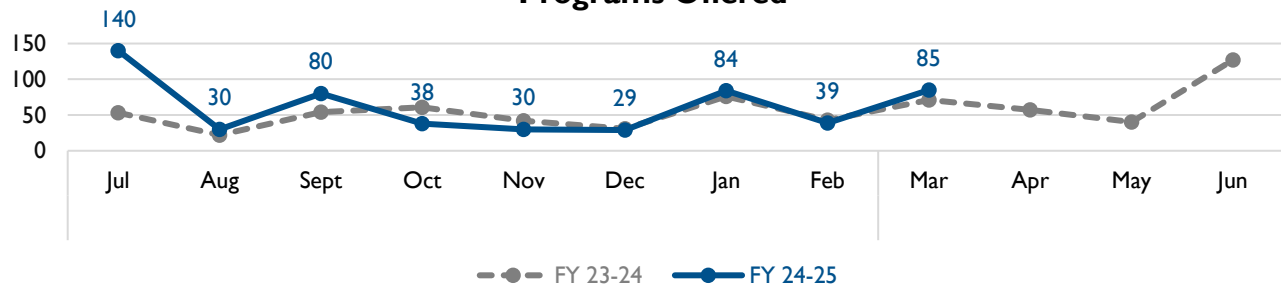


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April 9, 2025

Community Services

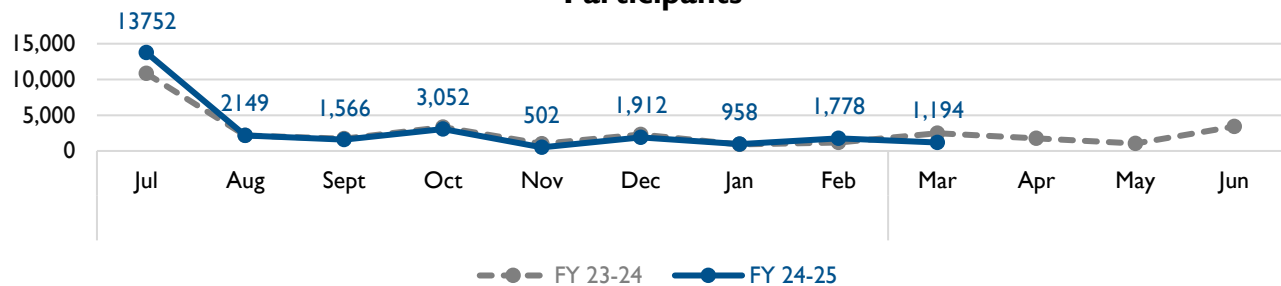
Programs Offered



Fiscal Year 23-24 Total: 677

Current Year-to-Date Total: 555

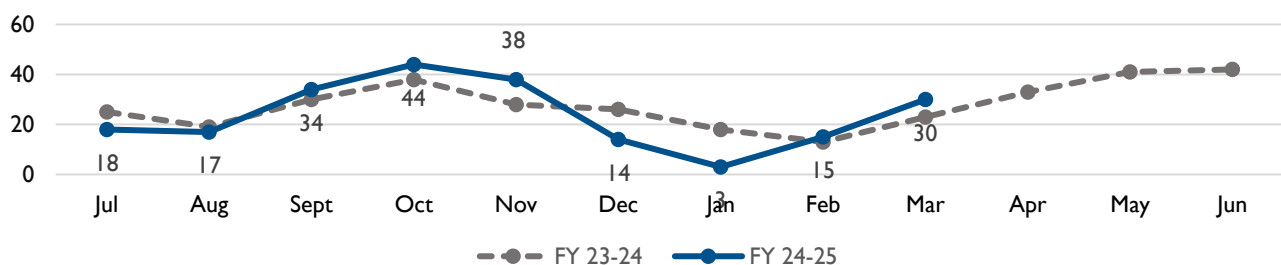
Participants



Fiscal Year 23-24 Total: 32,095

Current Year-to-Date Total: 26,863

Rental Bookings



Fiscal Year 23-24 Total: 336

Current Year-to-Date Total: 213

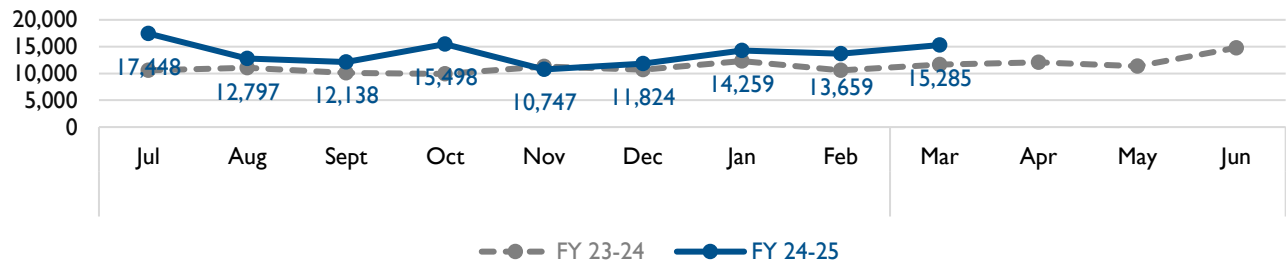


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April 9, 2025

Community Services

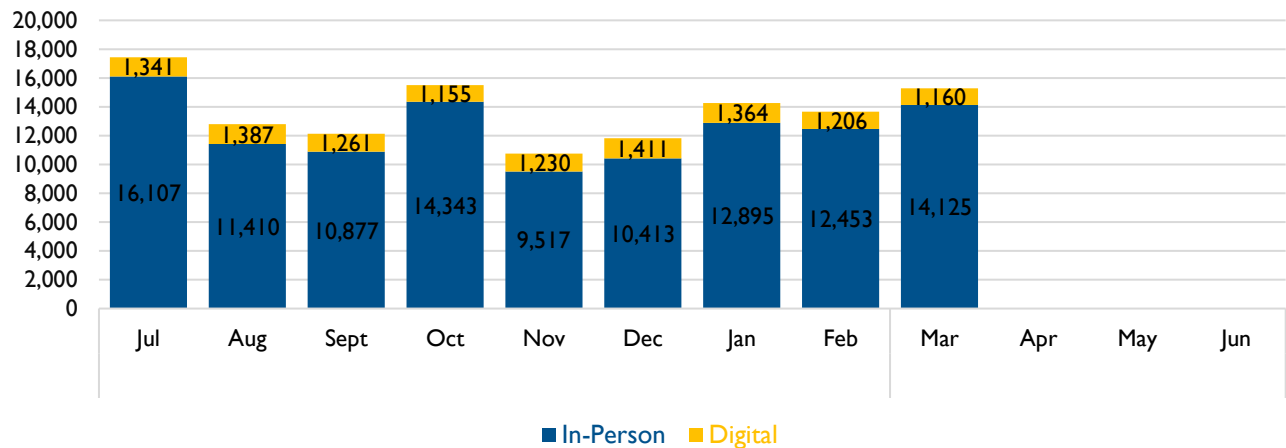
Library Circulation Total



Fiscal Year 23-24 Total: 136,309

Current Year-to-Date Total: 123,655

FY 2024-25 Library Circulation Breakdown



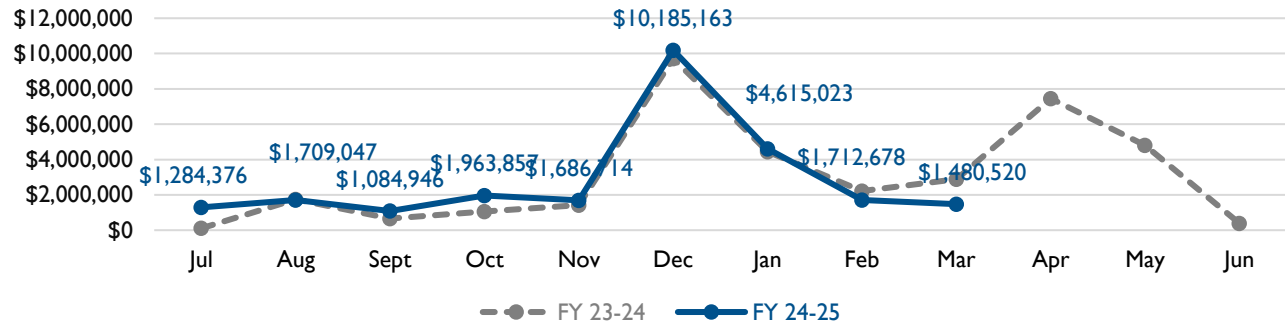


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April 9, 2025

Finance

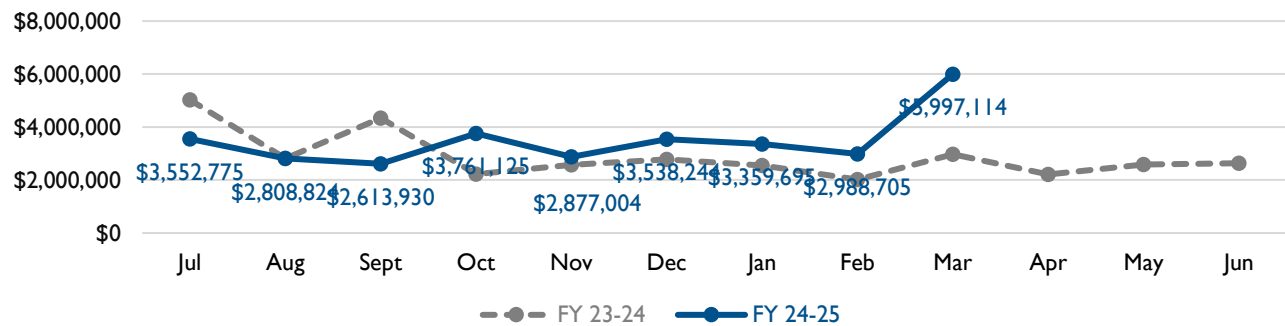
Revenues



Fiscal Year 23-24 Total: \$35,488,577

Current Year-to-Date Total: \$25,722,323

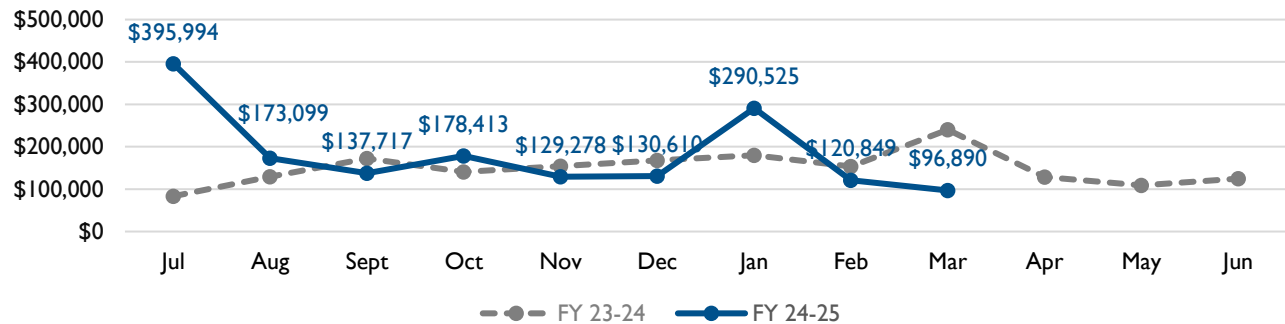
Expenses



Fiscal Year 23-24 Total: \$35,549,089

Current Year-to-Date Total: \$31,497,415

Overtime Expenses



Fiscal Year 23-24 Total: \$1,783,078

Current Year-to-Date Total: \$1,653,374

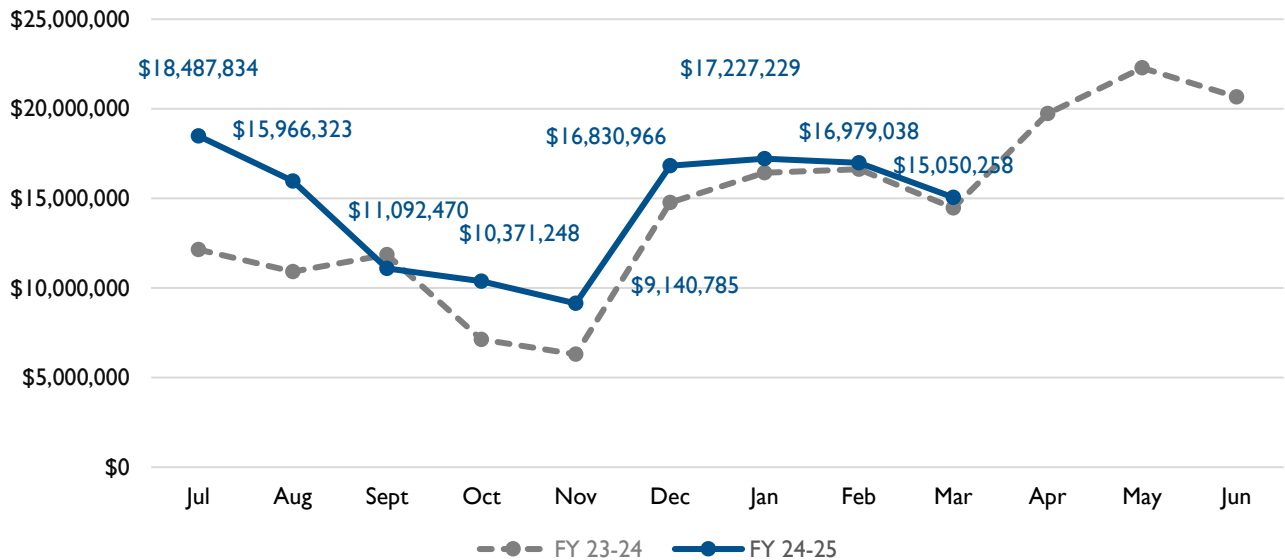


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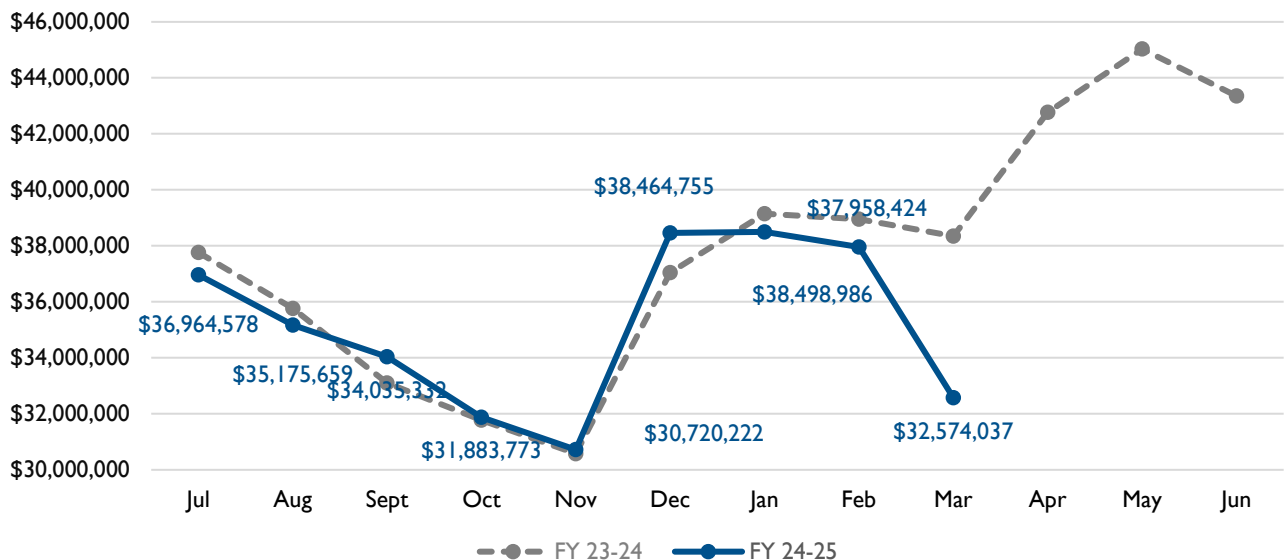
April 9, 2025

Finance

General Fund Balance at End of Each Month



Overall Cash Balance in the Bank at End of Each Month



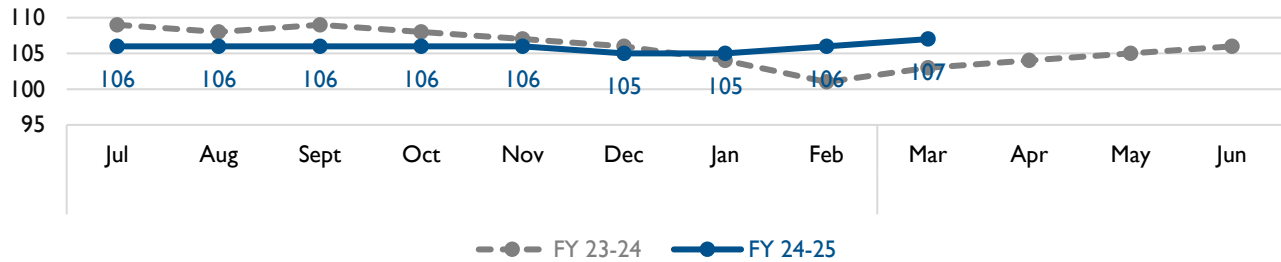


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April 9, 2025

Human Resources

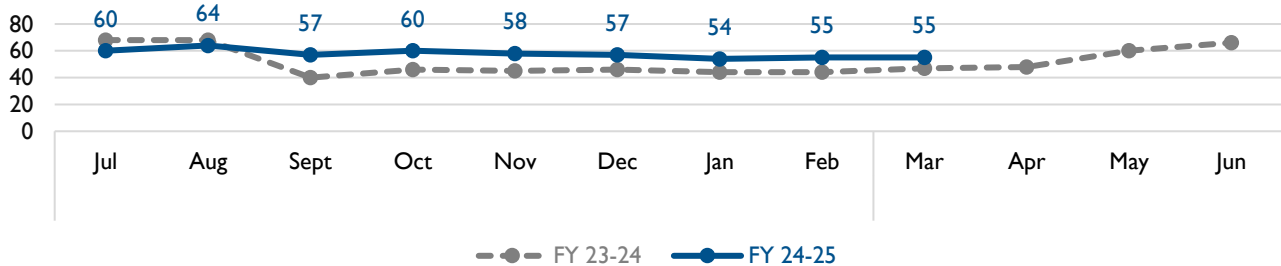
Full-Time Employees (112 budgeted)



Fiscal Year 23-24 Average: 106

Current Year-to-Date Average: 106

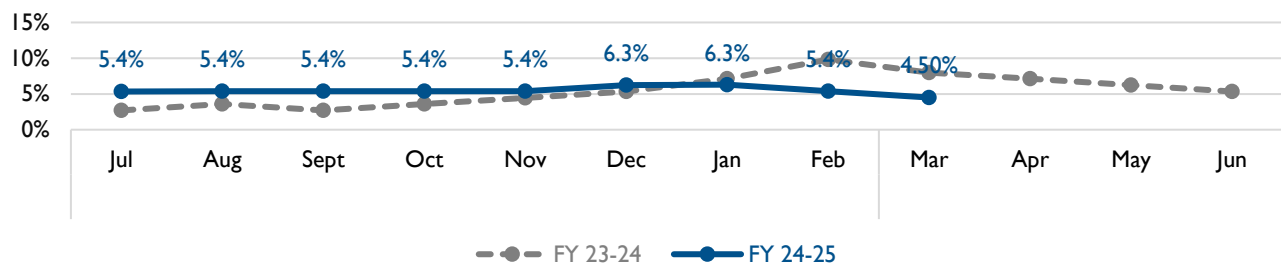
Part-Time Employees



Fiscal Year 23-24 Average: 52

Current Year-to-Date Average: 58

Full-Time Position Vacancy Rate



Fiscal Year 23-24 Average: 5.5%

Current Year-to-Date Average: 5.49%

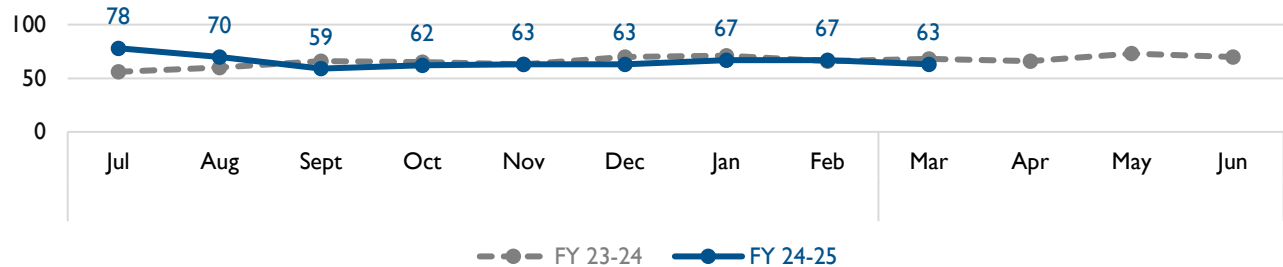


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April 9, 2025

Human Resources

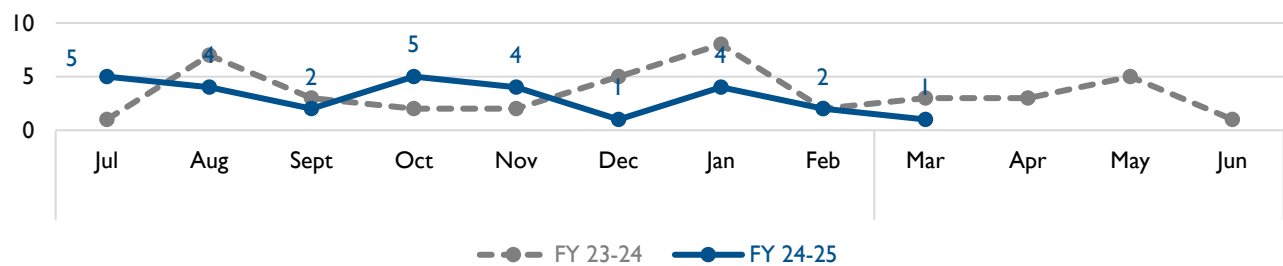
Workers' Comp Claims (Total Open)



Fiscal Year 23-24 Average: 66

Current Year-to-Date Average: 66

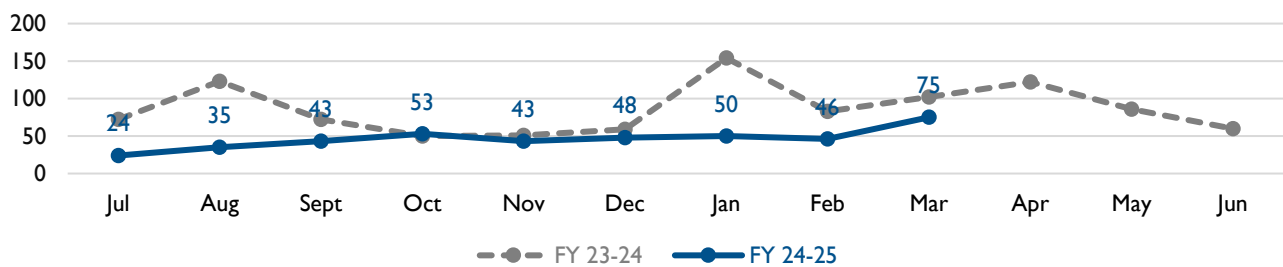
Workers' Comp Claims (New)



Fiscal Year 23-24 Total: 42

Current Year-to-Date Total: 28

Workers' Comp Cumulative Days Off (in month)



Fiscal Year 23-24 Total: 1,034

Current Year-to-Date Total: 417

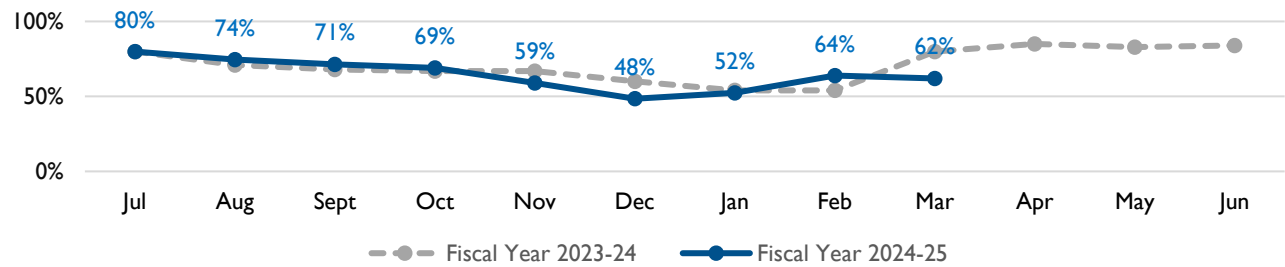


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April 9, 2025

Human Resources

Performance Evaluation Completion Rate



Fiscal Year 23-24 Average: 71%

Current Year-to-Date Average: 64%

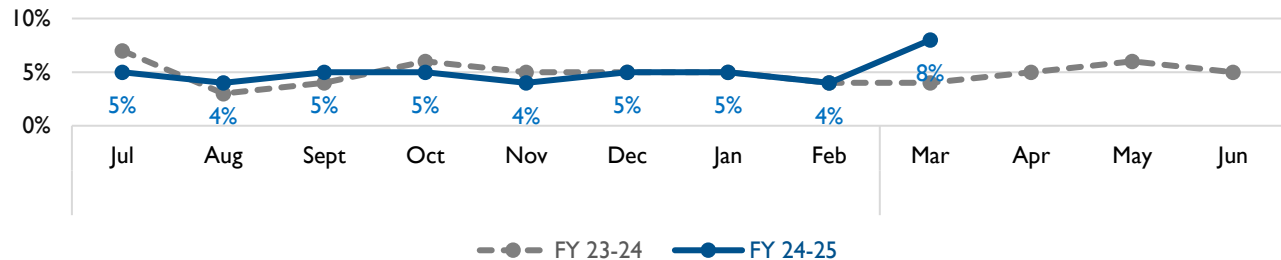


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April 9, 2025

Parks & Public Works

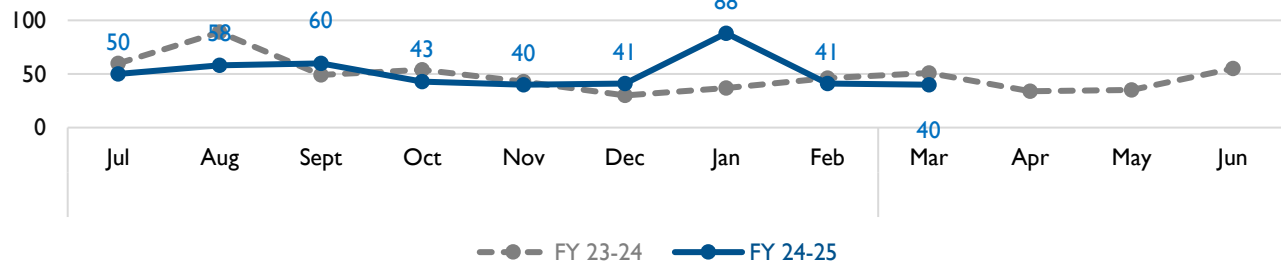
% Fleet Out of Service More Than 3 Business Days



Fiscal Year 23-24 Average: 4.9%

Current Year-to-Date Average: 5%

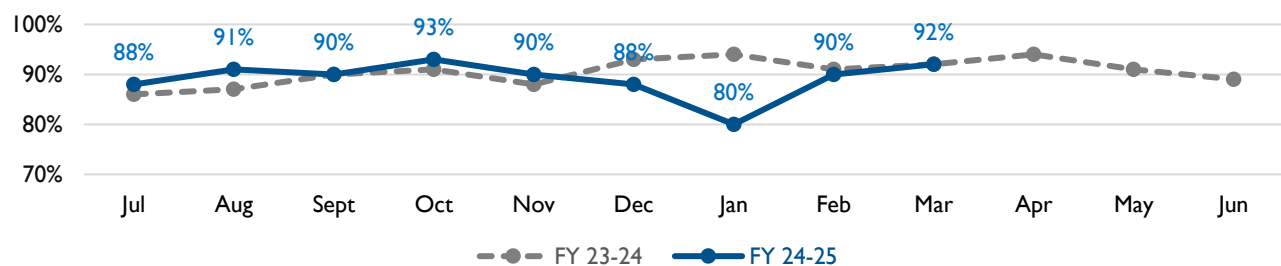
Maintenance Service Requests Opened



Fiscal Year 23-24 Total: 583

Current Year-to-Date Total: 461

% Service Requests Closed Within 5 Business Days



Fiscal Year 23-24 Average: 91%

Current Year-to-Date Average: 90%

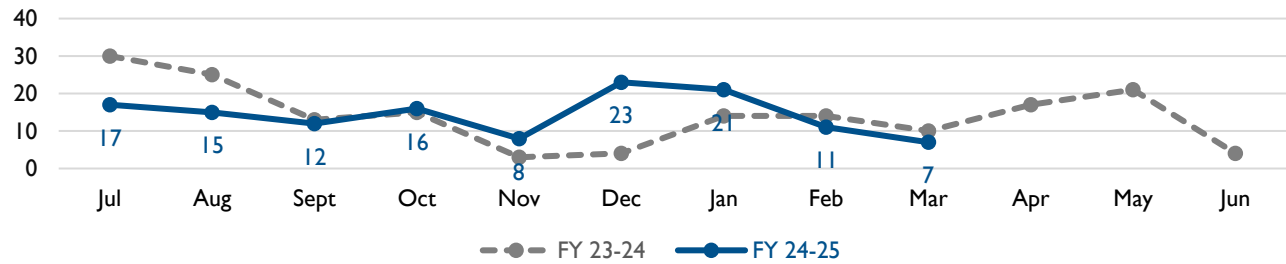


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April 9, 2025

Parks & Public Works

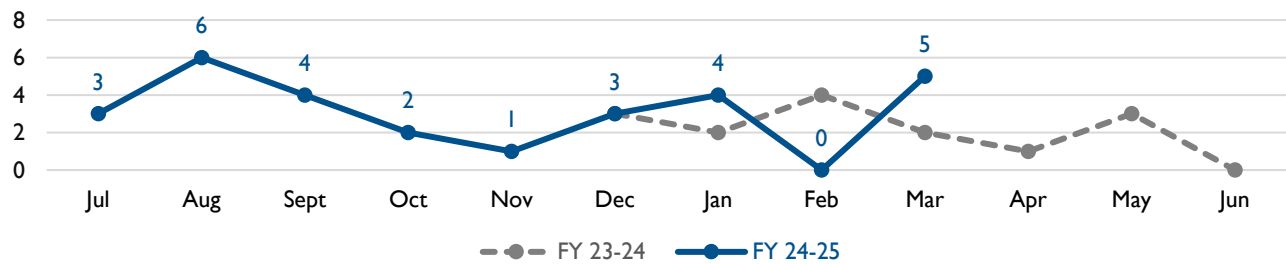
Encroachment Permits Issued



Fiscal Year 23-24 Total: 170

Current Year-to-Date Total: 130

Public Works Afterhours Staff Call Outs



Current Year-to-Date Total: 28

Capital Projects in Design	4
Capital Projects in Construction	3

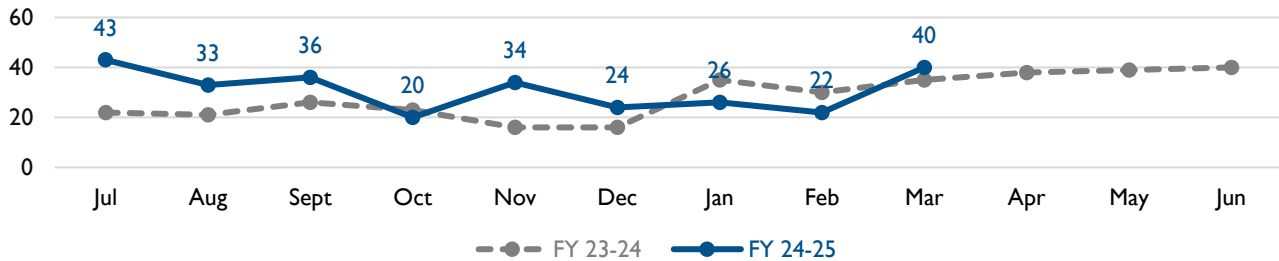


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April 9, 2025

City Manager's Office

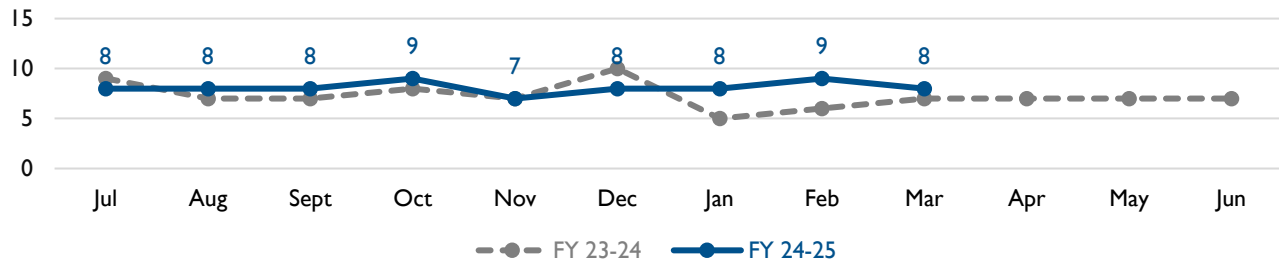
Public Record Requests Received



Fiscal Year 23-24 Total: 341

Current Year-to-Date Total: 278

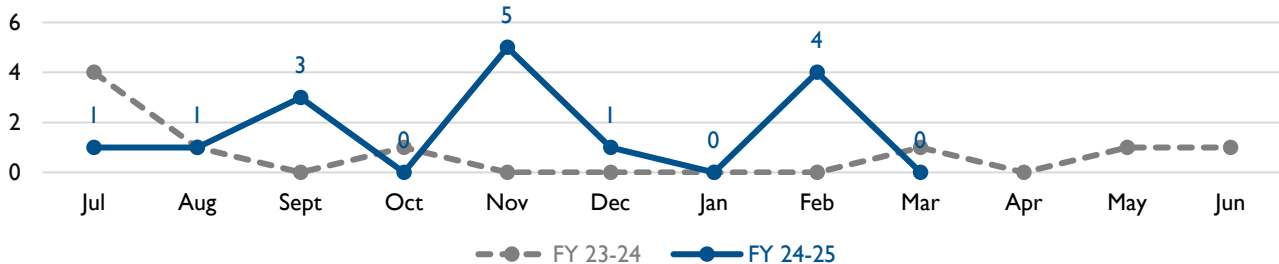
Average Time to Respond to Public Records Requests



Fiscal Year 23-24 Average: 7

Current Year-to-Date Average: 8

Claims Received



Fiscal Year 23-24 Total: 9

Current Year-to-Date Total: 15

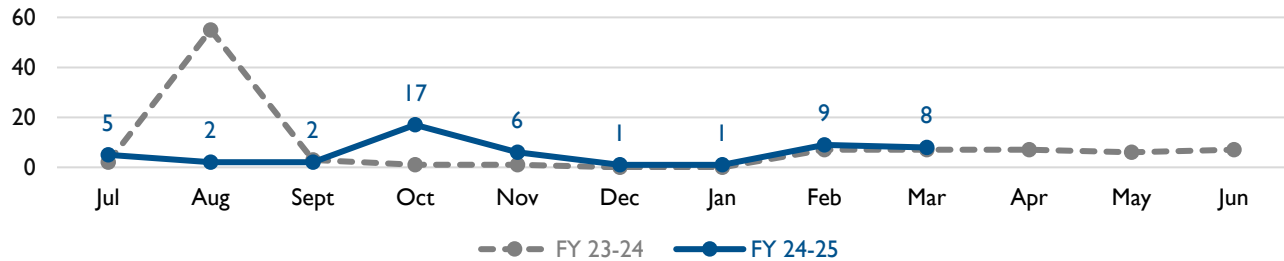


City Manager's Report and Operational Dashboard

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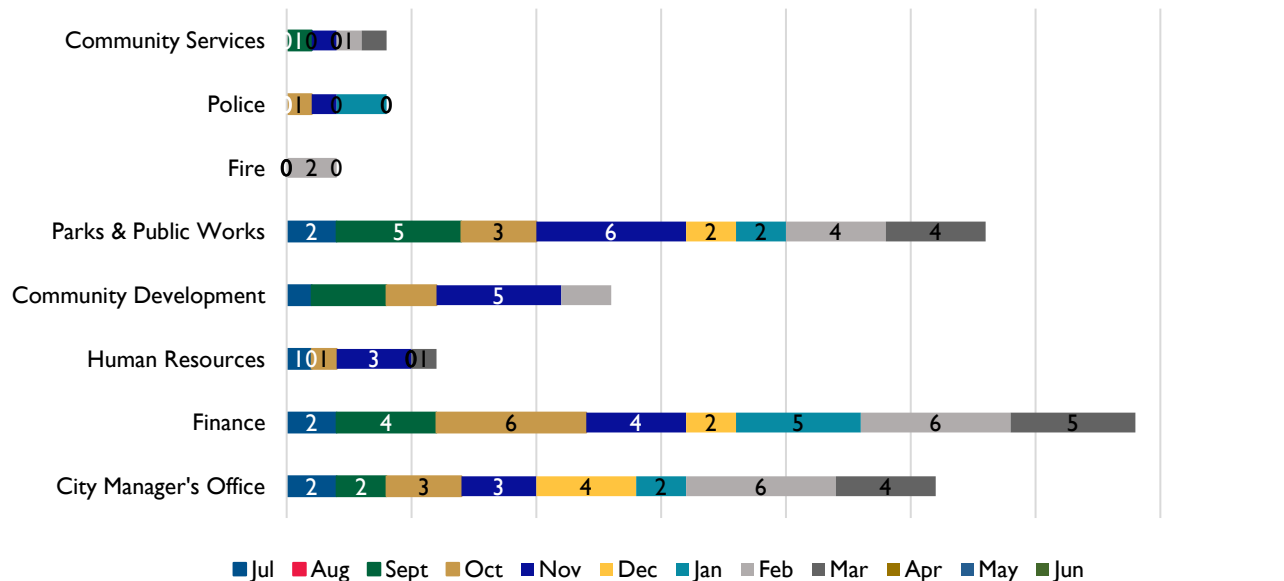
Proclamations and Certificates Prepared



Fiscal Year 23-24 Total: 96

Current Year-to-Date Total: 51

of Agenda Items by Department



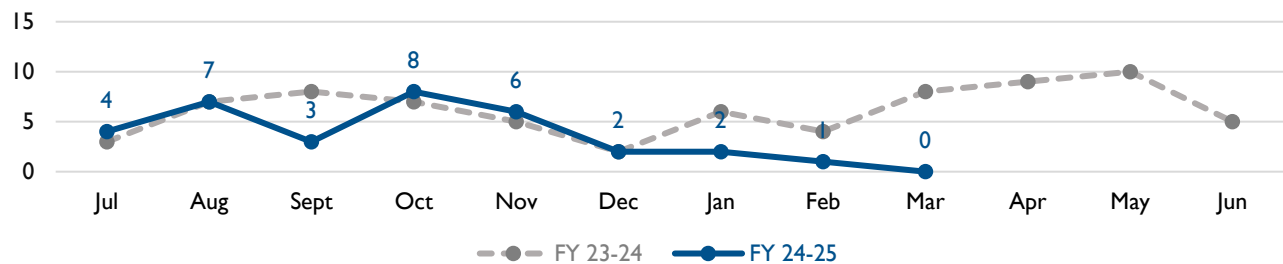


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April 9, 2025

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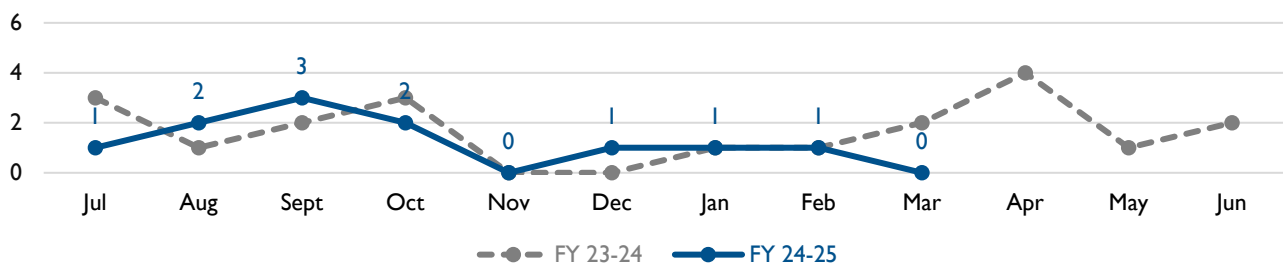
Film Permits Processed



Fiscal Year 23-24 Total: 74

Current Year-to-Date Total: 33

Special Event Permits Processed



Fiscal Year 23-24 Total: 20

Current Year-to-Date Total: 11

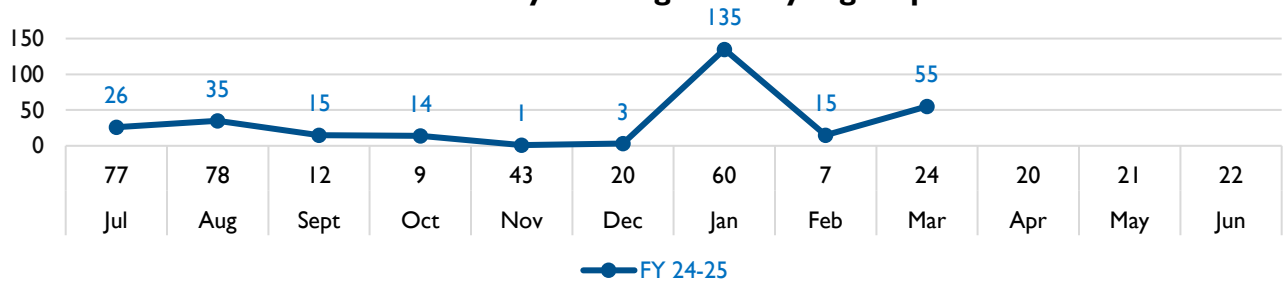


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City Manager's Office

New Weekly Briefing Monthly Sign Ups



Current Year-to-Date Average: 33

Social Media Reach

